

## THE CALIFORNIA STREET/LATHAM AREA NEIGHBORHOOD MEETING REPORT

Responses to Issues Raised at the April 25, 2002  
Council Neighborhood Committee Meeting

Presented below are the City's responses to various issues and concerns raised at the April 25, 2002 Council Neighborhood Committee meeting with the California Street/Latham Street neighborhood area. If you have further questions about any of the following responses, please contact the responsible Department at the phone numbers noted below. General questions can be directed to Linda Lauzze, the City's Administrative and Neighborhood Services Manager, at (650) 903-6306.

### **CITY MANAGERS OFFICE – (650) 903-6301**

- 1. How do I find out about the program where residents of Mountain View can receive preferential ticketing at Shoreline Amphitheatre?*

Mountain View residents may purchase tickets for most events at Shoreline Amphitheatre one day in advance of the general public as part of the City's Shoreline Amphitheatre Resident Priority Ticket Program. Tickets to Amphitheatre events usually go on sale to the public on Sundays during the concert season.

To participate in the program, residents must first obtain a Resident Identification Card from the Shoreline Amphitheatre Box Office. Resident Identification Cards are issued at the Box Office Monday through Friday, from 10:00 am to 5:00 pm and resident ticket sales days.

Valid proof of residency is required to issue the identification card and to purchase tickets. Proof of residency may include a valid California driver's license or DMV-issued California identification card, along with a current utility bill such as a PG&E, phone, water or cable bill, indicating your name and a Mountain View address. Students may present a school photo identification card along with a current report card mailed to their Mountain View address.

Information regarding new events is available by calling the Mountain View Resident Ticket Hotline at (650) 903-6605. A full description of the resident ticket program along with its requirements and restrictions is available at the Shoreline Amphitheatre Box Office or the Mountain View City Manager's Office at 500 Castro Street.

Additional information regarding the program can be obtained by calling the Shoreline Amphitheatre Box Office at (650) 967-4040 or the City Manager's Office at (650) 903-6301.

2. *Are there plans to open the DMV on Saturdays?*

The City of Mountain View does not have jurisdiction over the Department of Motor Vehicles, which is a State Agency, and thus does not control their hours.

3. *Do City Administrators in decision-making capacities, services, and law enforcement positions reflect the diversity of the residents of our City? What is the approximate minority representation in these positions?*

The City workforce is ethnically and culturally diverse reflecting the community. Due to legal restrictions the City is not permitted to provide targeted recruitment and hiring based on ethnic representation. However, it is the City of Mountain View's intent and commitment to recruit broadly in order to attract all qualified individuals including males, females, minorities and nonminorities, in order to create a workforce that is ethnically and culturally diverse and reflects the local community population. The following table illustrates the City's on-going efforts in building a diverse workforce city-wide.

City of Mountain View  
Population Demographics/Workforce Demographics - 2002

CITY OF MV POPULATION*	CITY OF MV WORKFORCE <sup>1</sup>	DIFFERENTIAL
55.2 % Caucasian	66.96 % Caucasian	(+11.76)
20.7 % Asian	11.27 % Asian	(-9.43)
18.3% Hispanic	16.50 % Hispanic	(-1.8)
2.4 % African Amer.	2.77 % African Amer.	(+0.37)
3.4 % Other	.50 % Other	(-2.9)
MV Minority Population Total: <b>44.8%</b>	MV Minority Workforce Population Total: <b>31.04%</b>	(-13.76)

\*2000 Census figures taken from the City of Mountain View Website.

<sup>1</sup> Current workforce demographic data obtained from the MV Payroll records.

4. *Day Workers' Center:*

- a. *We are very concerned that the placement of the Day Workers' Center at Escuela and California Streets will cause this intersection to become very congested and more dangerous for the children who cross this street on their way to school.*
- b. *I have been informed that there was going to be a new Day Workers' Center at the corner of Escuela and California Streets. I would prefer that this center be located in a more business-oriented location as opposed to this residential area.*

- c. *How are residents being consulted about the selection of the site for the Day Workers' Center?*
- d. *Will the Day Workers ever have a safe, permanent place from which they can offer their services?*
- e. *Exactly how long is the "interim" use for the Day Workers Program?*
- f. *The Day worker program is not a "worship" use. They are in effect an employment agency with a high traffic impact. Will they be licensed?*
- g. *The church is leasing space for about \$1,500/month for use inappropriate for the neighborhood. It is more like an office of commercial space and not a function of the church.*

No state or local licensing is required for a day worker's center. A day worker's center can be considered part of a church's mission. The scope of a church's mission can be broad and can include helping homeless, daycare, food drives, etc. The Assembly of God Church has offered their facility as an extension of their work to day workers seeking employment. In communicating with the Church the City has indicated that it can be used for this purpose without a permit process since it is an extension of their ministry. The City has communicated further that if there are impacts that are problematic to the neighborhood a review process would need to be considered by the City for its use to continue. The Church and St. Vincent de Paul Society as the operator have stressed their desire to run the operation under close monitoring to make sure that there are not negative impacts into the neighborhood. The Center has been in operation since May 1, 2002. Those interested in more information on its operation may wish to contact St. Vincent de Paul Society at 408 298-7290.

5. *How can I join the City Council or Neighborhood Association(s)?*

Members of the Mountain View City Council are elected to Council positions. A registered voter and Mountain View resident can file during the appropriate times to run for election to the City Council. The City Clerk's office at (650) 903-6304 can provide you with more information.

If your neighborhood has an association a contact with its President will provide you with information on how you can become a member. If your neighborhood doesn't have an association and you are interested in beginning one or just would like additional information about existing neighborhood associations in Mountain View please contact the Community Development Department at (650) 903-6379.

6. *Are there any plans to update the City's website to make it possible to find the appropriate office or individual to call for a specific issue? For example, there is no easy way to find out about obtaining a business license or paying certain fees.*

The City of Mountain View is continually updating, expanding and improving the information available on its website. Feedback received from website visitors is a very important part of the updating process. Hearing from website visitors provides the City's Website Coordinator with the information she needs to determine the content and formatting changes and improvements that website visitors want the most.

To contact the City's Website Coordinator to ask a question about or comment on the City's website, go to the City's home page at [www.ci.mtnview.ca.us](http://www.ci.mtnview.ca.us) and scroll down to the Website Feedback link under the Contact Us heading. By selecting the Website Feedback link, you will be able to send an e-mail directly to the City's Website Coordinator regarding your comment, question or concern. You may also contact the Website Coordinator by telephone at (650) 903-6301.

Your comments regarding the difficulty you've had finding specific information on the website will be forwarded to the Website Coordinator.

7. *How can we make it easier for children from low income families to use the subsidized lunch program and to meet the eligibility requirements for state funded preschools?*

The City does not manage or have control over either of these programs. We would suggest you contact your school directly to discuss the subsidized lunch program. You may also want to contact your State congressional representatives about the eligibility requirements for State funded preschools. The following are the phone numbers for representatives whose district covers part or all of Mountain View: Senator John Vasconcellos – (408) 286-8318, Senator Byron Sher – (408) 277-9560, Assemblyman Joe Simitian – (650) 688-6330, and Assemblywoman Elaine Alquist – (408) 277-2003.

#### **CITY ATTORNEY'S OFFICE – (650) 903-6303**

1. *Street vendors are a problem with food sold from hand carts, permits, taxes, and noise.*

Several years ago, the city conducted a concerted effort to remove mobile food vendors that operated out of trucks at fixed locations. This effort started with amendments to the city code and strict enforcement of the new provisions. Currently, the police department with the assistance of Special Prosecutor Javier Alcala from the District Attorney's Office have been focusing on vendors that sell their wares near schools. Any complaints should be reported to the police department at 903-6398 or the code enforcement division at 526-7713.

## **COMMUNITY SERVICES DEPARTMENT – (650) 903-6331**

1. *What recreational opportunities does the City provide for adults? Some suggestions include educational programs about the dangers of alcohol abuse, diabetes, and smoking cessation. I would also like to see adult soccer programs.*

Currently, the City of Mountain View Recreation Division offers adult basketball (games are scheduled at Mountain View Sports Pavilion or Whisman Sports Center Tuesday and Wednesday evenings between 7-10:00pm), softball (games are scheduled at Crittenden and Callahan Fields Monday through Friday evenings between 6:30-10:00pm), volleyball (games are scheduled at Mountain View Sports Pavilion Thursday evenings between 7-10:00pm) and flag football leagues (games are scheduled at Crittenden Park Mondays 6:30-10:00pm).

In addition, the Community Services Department has Salsa Dancing available at Community Center, a Docent Program at Deer Hollow Farm and Shoreline at Mountain View, Adult Swim Lessons, Aquacize, Aqua Fitness, Deep Water Exercise and Lap Swimming. Golf and golf lessons are available at Shoreline at Mountain View (969-2041), Tennis Lessons at Cuesta and Cooper Parks, Drop-In Volleyball at the Mountain View Sports Pavilion and Sailing and Windsurfing opportunities and lessons at Shoreline Sailing Lake through Silicon Shores, Inc (965-7474). The Mountain View Masters Swim Club also offers an adult swim program at Eagle Pool. Finally, a variety of adult special interest classes, i.e. arts and crafts, music and dance and literacy etc are also offered through the Mountain View-Los Altos Adult Education Program at (650) 940-1333.

The Recreation Division is not currently offering an adult soccer league, however we have researched the following adult soccer programs in the area for you to consider.

Off the Wall Soccer: (408) 988-6900

City of Palo Alto Recreation, Open Space and Sciences Department: (650) 463-4900

For additional information about current Adult Sports programming: (650) 903-6404

For programming, such as alcohol abuse/cessation, you may wish to contact one of the following social service agencies.

Adolescent Counseling Services	650-321-0690
Al-Anon of Santa Clara County	408-379-9375
Alcoholics Anonymous	408-374-8511
Alcohol and Drug Information and Referral Hotline	650-573-3950
Center for Substance Abuse Treatment	800-662-4357
Narcotics Anonymous	408-998-4200 or 650-802-5950
Pathway Society	408-244-1834

The Diabetes Society of Santa Clara Valley is located at 1165 Lincoln Avenue in San Jose, 408-287-3785, [www.diabetesscv.org](http://www.diabetesscv.org)

2. *There was, at one time, a plan for some sort of green space or park in our neighborhood. This would be welcome! Does such a plan still exist?*

The Mountain View Parks and Open Space Plan (last adopted by the Council in December 2001) still identifies the acquisition of a mini-park site in the Del Medio neighborhood (the area located north of San Antonio Road) as a priority. City staff continues to search the area for an appropriate site. This process has been made difficult by the lack of available vacant land and few opportunities to obtain residential lots. To date, the City has set aside approximately \$2 million for this purpose and hopes to acquire a park site soon. The Parks and Open Space Plan can be viewed on the City 's web site at [www.ci.mtnview.ca.us](http://www.ci.mtnview.ca.us). On the home page, choose Publications under the heading of City News. A hard copy can be obtained by calling the Community Services Department at 903-6331.

3. *We have been using Cooper Park for years without problems. Recently some people have been saying that the park should be reserved for use by young people. We would like to use the park for adult sports leagues after 3 pm on Saturdays. Is this a problem? How can we make sure that we have the use of this space at that time?*

Each January, the Recreation Division reviews and secures facility use permits for Spring and Summer sports and in May for Fall and Winter sports. Recreation Division staff arrange for use of a facility by priority. For instance, City programs are given first priority followed by Mountain View – Whisman School District programming. In addition, youth sports organizations are allocated field use prior to adult sports organizations.

The Los Altos/Mountain View Pony Baseball has arranged a facility use permit with the Recreation Division for use of both fields at Cooper Park on Saturday's from 8:00am-6:00pm through July 31, 2002. The league prepares its' own game schedule, therefore use of the field (between the permitted hours) varies from week to week.

American Youth Soccer Organization (AYSO) has already secured the use of Cooper Park for Fall and Winter of 2002.

For additional information regarding field availability, contact Hilary Kittoe, Recreation Coordinator at (650) 903-6404.

4. *How do I find out about swimming exercise programs offered by the City?*

The Recreation Division distributes its' quarterly activity guide to Mountain View residents, as a supplement in "The View." The activity guide features each of the recreation programs, classes, services and facilities available to the community, with

a detailed course description, age appropriateness, meeting dates, times, class location and registration fee. This information can also be obtained via the City's web-site, [www.ci.mtnview.ca.us](http://www.ci.mtnview.ca.us)

The water exercise classes (Aqua-Cise, Aquatic Fitness, Deep Water Exercise and Lap Swim) are offered year round, typically in one-month sessions. Registration for the Spring and Summer sessions is currently underway.

For additional information or to register, contact the Recreation Business Office, located at 201 S Rengstorff Avenue, (650) 903-6331. The office is open Monday, Tuesday, Wednesday and Friday from 8:30am-5:00pm and Thursday from 8:30am-7:00pm.

5. *The recreation programs are not easily accessible to low income residents. It is too difficult to go through the Community Services Agency (CSA) before registering. Can we streamline this process to allow more children to take advantage of recreation opportunities?*

The Recreation Division is currently working with the City Council Youth Ad Hoc Committee, Community Services Agency and the Mountain View – Whisman School District to streamline the fee waiver application process. We are hopeful to have a new system in place, and marketed to the Mountain View community, for Fall, 2002. For further information, please contact Carolyn McDowell, Recreation Manager at (650) 903-6331.

6. *Are there City-owned open spaces in our neighborhood boundaries?*

Within the area bounded Rengstorff Avenue, El Camino Real, Shoreline Boulevard and Central Expressway there are two parks. Rengstorff Park is a large district park with full service park facilities. Castro School, located on Escuela Avenue and Latham Street, provides a small City-owned tot-lot open to the public during all daytime hours. The field area at Castro School is also open to the public on weekends and during after-school hours. This neighborhood is also identified in the Parks and Open Space as being in need of additional park land. The City is actively searching for an appropriate mini-park site in this area.

7. *While we appreciate that the Parks Department has been picking up the trash at the schools, something more still needs to be done. What ideas do you have to make this process more effective?*

Trash or debris generated by the school on either the open space area or building/blacktop area is the responsibility of the District. Trash or debris pick up and disposal generated by park users on the open space portion of the site is the responsibility of the City and is done 5 times per week. Problems with trash or debris should be directed to either the District or principal at the school site or to the City Parks and Open Space Division at (650) 903-6326 as appropriate.

Residents may also want to consider addressing this problem through the City's "Adopt a Park" program. "Adopting" the open space portion of a particular school site would afford residents and/or neighborhood groups the opportunity to assist with its maintenance and upkeep. For further information regarding the "Adopt a Park" program, please contact the City's Volunteer Program at (650) 903-6331.

8. *Are there any active tree planting projects? I would love to see more trees planted on Mercy, Latham, and Palo Alto Avenues.*

Funds for the 2001 - 2002 City Street Tree Planting Program have since been exhausted, however, in Fall 2002 Forestry Division personnel will begin to identify vacant planting sites for some 250-260 new street trees in 2002-2003. At that time, City staff will review the existence of vacant tree sites in the Mercy, Latham and Palo Alto Avenue area and will plant accordingly.

9. *Do you have any plans to build a fence by Castro School on Latham Street?*

The park and open space area at Castro School was designed to be safe and functional without the inclusion of a perimeter fence along the south edge of the site. The turf field was recessed with a berm to provide a natural looking obstacle so children could not easily run out into the street. A meandering sidewalk was also incorporated into the site design to promote travel to the park on a footpath that moves away from the street. The City met with school district staff and residents during the design phase of the project and it was agreed upon to promote park access without fences.

Additionally, State Block Grant Development funds were used to construct the park with provisions for the retention of open space that did not include a fence system. Castro Park and Playground is one of the City's most frequented parks by students, youth sport leagues and residents and is one where only relatively minor problems have been experienced. An ongoing dialogue exists between the City and the School District regarding problems or situations that arise at shared use facilities and this matter has not been discussed in recent years. The City will continue to monitor the situation and work with the school district to resolve any problems there may develop in this regard.

#### **COMMUNITY DEVELOPMENT DEPARTMENT – (650) 903-6306**

1. *How much money do you expect from the new impact fee being charged to support affordable housing development?*

The estimate for the total revenue from the new impact fee, based on the maximum allowed new floor area under current zoning is \$12 million. The actual revenue will depend on the amount of new commercial and industrial floor area that is actually developed, and will, of course, depend on when that development takes place. Based on past experience, we expect to be able to use this locally raised revenue as matching funds for about an additional \$7 for each \$1 of local money in support of affordable



housing projects. As of May 1, 2002, no new development has been submitted that is subject to this fee due to the current economy.

2. *Will there be any school rezoning between Mountain View and Los Altos?*

Schools in Mountain View are zoned to the Public Facilities (PF) Zoning District. The City would apply that zoning automatically to any new property located in Mountain View acquired by either the Mountain View or Los Altos Elementary School Districts or the MV – LA High School District. The City is not aware of any plans by any of the school districts to acquire more land, and all existing schools have already been zoned to the PF District.

3. *We expect that the NASA housing development will not provide sufficient housing to meet the demand and there will be an over spill. Are any similar apartments planned?*

The City has also expressed concern to NASA that their plans have not included sufficient housing to house the projected number of workers and students in the new development. NASA, since they are part of the Federal government, is not subject to regulation by Mountain View (or any other local jurisdiction), but they do appear to be responding to this concern as raised by Mountain View and many others. The most recent proposals, although not final yet, have increased the number of housing units (some of which are dorms for students) to approximately two-thirds of the projected new employee/student population.

4. *What is the City's general plan for the zoning of the area around California and Escuela Streets? Is it residential or commercial?*

For the area around California and Escuela Streets, the General Plan designation is "Medium-High Density" and "High Density" residential. The area is zoned for moderate to high density residential uses. Both the General Plan map and Zoning map are available in the Community Development Department. For information, please call 650-903-6306.

5. *Who do I call with questions about remodeling a garage? Is it permissible to convert a garage into a bedroom? I have a very small (4000 square foot) lot.*

If you have questions about development standards for single-family homes, the best thing to do is call the Community Development Department at (650) 903-6306 and ask to speak with a City Planner. There is always a Planner on duty from 8:00 AM to 5:00 PM.

A covered parking space (either a garage or carport) is required for all single-family homes. If you have a two-car garage it may be possible to convert a portion of that space to a bedroom or other habitable area. The minimum interior dimensions of a covered parking space are nine feet by twenty feet (clear of any impediments like

washers, dryers or water heaters). You are encouraged to contact a City Planner for additional information regarding your specific situation.

6. *What can we do if people who do not live in our complex keep parking in our parking lot? There are often no spaces available for residents.*

If this continues to be a problem, you can contact the City's Traffic Engineer regarding the placement of signs in your parking lot and the Police Department for the correct language on the sign to inform all motorists that they are on private property and that parking is provided for residents and their guests only. The City will not ticket or tow vehicles parked on private property, however we can provide residents with guidelines for signs. Once the signs have been installed, the residents can contract with a towing company and have cars towed themselves.

7. *What efforts are underway to develop affordable, below-market value housing in Mountain View? In this neighborhood?*

In the past three years, the Mountain View City Council has implemented four major initiatives to increase affordable housing in Mountain View. In 1999, the Council adopted a Below Market Rate (BMR) Housing Program that requires residential developers to make 10 percent of the units in new housing projects affordable to low and moderate income households or pay an in-lieu fee that would be used to create new affordable housing projects or programs. Most developers of ownership housing have decided to pay an in-lieu fee and about \$400,000 has been collected thus far.

In 2001, the Council adopted a Housing Impact Fee that applies to commercial/office developers. New office development will pay up to \$6.00 per square foot and commercial/ hotel development will pay up to \$2.00 per square foot. These fees will go into a Housing Fund that will also be used for affordable housing projects. That same year the Council voted to contribute \$500,000 to the Housing Trust of Santa Clara County which funds affordable rental projects and first time homebuyer programs.

In 2002, the Council approved a 120-unit efficiency studios project that will be located in the California/Latham area, on the San Antonio Loop site, which is west of San Antonio Road and just south of Central Expressway. This project will address the critical need for affordable housing for people who earn very low incomes, such as service and fast food restaurant workers. The Council allocated \$5.3 million of the City's CDBG/HOME federal funds and local Downtown Revitalization District Housing Set-Aside funds for this project. Charities Housing, the non-profit developer of the efficiency studios, is applying for a Tax Credit allocation to fund the remaining project costs, and if successful, construction may begin this December.

If you would like more information about the City's affordable housing programs, please contact Linda Lauzze, Administrative and Neighborhood Services Manager, at [linda.lauzze@ci.mtnview.ca.us](mailto:linda.lauzze@ci.mtnview.ca.us) or (650) 903-6379. For information on the programs

of the Housing Trust, please contact them directly at (408) 297-0222 or [www.housingtrustscc.org](http://www.housingtrustscc.org).

8. *What is the City doing to monitor its current landlords or to provide landlords with incentives to offer affordable rents?*

The City does not currently monitor landlords or provide incentives to existing landlords for offering affordable rents. An effective program of incentives to subsidize rents for existing apartments would require substantial funding and ongoing management. These programs are typically not undertaken by small cities due to the cost and staffing required to administer the program. However, the Housing Authority of Santa Clara County administers the federal Section 8 rent subsidy program, which provides rental subsidies throughout the county, including Mountain View. There are currently 415 people in Mountain View who use Section 8 vouchers to reduce their rent expenses. To qualify for the Section 8 program, household incomes must be below 50 percent of the County median income. There are currently 316 Mountain View residents on the waiting list for Section 8 vouchers.

The City Council recently has implemented other affordable housing programs, as discussed in the previous question, that focus on increasing funding for new affordable housing projects. The efficiency studios project will provide 120 new affordable rental units. Also, for new apartment housing, the City's BMR Housing Program requires that 10 percent of the units be affordable to low income households. In addition, there are 836 existing subsidized rental units that the City has helped to fund. The City also has free mediation services to help resolve disputes between landlords and tenants, including rental issues. This free mediation service can be reached by calling (650) 960-0495.

9. *What is the City doing on outreach for affordable housing?*

The City does extensive outreach, when subsidized housing wait lists open up, in order to inform low-income Mountain View residents and persons employed in the community, about the availability of subsidized housing. This outreach consists of working with the non-profit owner of the property to place announcements in *The VOICE* and other publications, including Spanish language newspapers. In addition, the City sends notices to local churches asking that they inform their congregation, and local non-profit organizations, so they can inform their clients. The City also does outreach to inform Spanish speaking residents about housing opportunities by posting

10. *Is the City going to be considering rent control?*

The City Council has not identified rent control as an issue that they want to study at this time and it is uncertain whether the Council would want to consider this issue in the future.

## **POLICE DEPARTMENT – (650) 903-6350**

1. *How can we keep our school free from criminals and other dangerous people and objects?*

The most important thing you can do is talk to your children and other parents and stay informed about what is happening at school. Report inappropriate activity to school officials and/or the police department right away. The police department makes it the highest priority to keep children safe at school. If you observe suspicious activity or persons in the area of a school, please call the police department immediately. You are definitely our eyes and ears in the community and your willingness to get involved helps the police department tremendously. If you haven't already, you may want to consider forming a Neighborhood Watch Program so that your neighbors and you can receive training in what to look for and how to report it to the police department. You can call (650) 903-6357 to find out more about the Neighborhood Watch Program.

2. *My leashed dog was bitten by an unleashed dog in Eagle Park. Where can I go to report this incident?*

The City of Mountain View contracts with the City of Palo Alto to provide animal services. During normal business hours (Monday through Saturday 8:00 am to 5:00 pm) you may call Palo Alto Animal Services directly at (650) 496-5972. After hours, you may call the police department non-emergency number at (650) 903-6395. In cases where there is an immediate danger from an aggressive animal, you should notify the police department immediately by calling 911.

3. *Recently, there have been incidents of graffiti "tagging" in my neighborhood. What can I do to report this and how can I take care of this problem?*

It is important to report incidents of graffiti to the police department right away. You may call the police department non-emergency number at (650) 903-6395 or you can contact the Graffiti Hotline at (650) 903-6767. Once the police department has responded to take a report, steps should be taken to remove the graffiti as soon as possible. The longer graffiti remains at a location, the more likely it is that you will see additional graffiti. In addition, the presence of graffiti may attract other undesirable elements to the location.

4. *How much funding will be allocated to patrol the intersection at California and Escuela after the Day Workers' Center is in place?*

We will be monitoring the effects that the new Day Worker Center has on traffic and other activity in the area and decide what resources may be needed based on what we observe. We do not expect a tremendous increase in activity based on what occurred at the Day Worker Center's former location. You can contact the Traffic Hotline at

(650) 903-6146 or the police non-emergency number at (650) 903-6395 if you notice issues you want to make us aware of.

5. *How can residents report incidents of drug trafficking without allowing themselves to be exposed as the ones who have told the police? I would like to report this type of activity but I do not want to police to come to my apartment because I am afraid that the drug dealers would try to harm me.*

There are several options to report drug activity without being contacted by the police. They include:

- Call the Drug Tip Hotline at (650) 961-5800
- Call our communications center at (650) 903-6395 and request to remain anonymous
- Call our communications center at (650) 903-6395 and request that the responding police officers contact you only by phone.

6. *Where does Mountain View rate, in comparison to other cities, as a crime-free zone?*

Mountain View is a very safe city as are most of the other cities in our immediate vicinity. Although no one can guarantee that an area will be crime-free, the crime rate in Mountain View last year was the lowest we have had since we started keeping records over thirty years ago.

7. *I have noticed that there have been increased police patrols in my area in the morning and evening. Where can I find out why there has been an increase?*

Patrols are generally random so that a smart criminal does not have the ability to figure out when the police will be in a particular area. The police department responds to concerns of the community such as traffic complaints or specific crime information and that often leads to more patrols in a particular area. It may also be just a coincidence. There is no one specific on-going issue we are working on in the area.

8. *What can be done to stop cars from speeding on Shoreline? Could we place digital speed monitors on the side of the road or increase the police presence in the problem areas?*

From time to time we do put one of our speed trailers with a digital speed display on Shoreline Boulevard as well as other streets in the city where speeding may be a problem. In addition, traffic officers are assigned to these areas frequently to address speeding concerns. You can report speeding or other traffic issues to the Traffic Hotline at (650) 903-6146. Please include as many details as possible such as the exact location of violations, days and times the violations are occurring and any description of the offenders.

## **PUBLIC WORKS DEPARTMENT – (650) 903-6311**

1. *The water seems to have a high level of chlorine in it. It tastes bad. I was impressed by the response I received to an e-mail I sent on this subject. After I sent the e-mail, someone came out and tested our water and told me that the water met requirements. However, it still tastes bad. Is there something that can be done to change this?*

Everyone has a different level of sensitivity to chlorine. Most of the taste or odors from chlorine will dissipate if allowed to sit for 30 minutes or longer. We recommend that a pitcher of tap water be placed in the refrigerator and allowed to sit for at least 30 minutes before drinking.

2. *The intersections without lights on Shoreline are very dangerous. People should not be permitted to race their cars through our main thoroughfare. What is being done to stop this?*

The Police Department recognizes the need for traffic enforcement on this busy street. In the past year, the Police Department issued 269 traffic citations on Shoreline Boulevard. The Police Department will continue to monitor Shoreline Boulevard for traffic violations. In addition, the City will be installing new “Pedestrian Crossing” signs in advance of the pedestrian crosswalks at the unsignalized intersections.

3. *Water has been leaking near a marked “sewer” at the corner of Latham and Mariposa. How do I get someone to look at this problem?*

The wastewater section went out and cleaned the sewer cleanouts at this location, but no trace of any water leaking out of the cleanouts was found. We checked the callout records, and found no records of any previous sewer problems at these locations. The wastewater crews will keep an eye out for any water flowing out of the cleanouts.

4. *Why do we have such stringent restrictions on what items can be put out for trash pick up during our semi-annual trash pick-up days? The City of Santa Clara does not seem to have any restrictions.*

The Solid Waste staff is reviewing how the Spring Cleanup collection can be expanded in a cost-effective manner. The staff will review these proposals with the City Council to determine what program changes are appropriate.

5. *What can we do to stop people from taking recycled materials out of recycling containers on pick-up days?*

Residents experiencing theft of recyclables should contact the Solid Waste Section at (650) 903-6227, and provide as much information as possible regarding the problem

(how many times this has occurred, description of the person(s) involved, approximate time of theft, etc.). The Solid Waste staff will work with the Police Department to stop the thefts.

6. *Would it be possible to install storm drains on Monroe Drive? We have a drainage problem during heavy rains. How would such a project be financed?*

Monroe Drive is an unimproved street with substandard pavement and drainage facilities, and lacks curbs, gutters, sidewalks and standard streetlights. The City maintains unimproved streets to the level necessary to keep the travelway functional and safe. The City's current street improvement program for unimproved streets calls for utilizing an assessment district approach to pay for the improvements, including drainage facilities. With an assessment district, the costs of the improvements are shared between the property owners who would directly benefit from the improvements, and the City. The City will contribute certain costs associated with an assessment district. Formation of an assessment district is typically initiated by the property owners and requires a minimum of 50% support from owners in the District and confirmed by a ballot vote. Anyone who would like more information about the City's street improvement program should contact Bob Kagiya, Design Engineer at 650-903-6311.

7. *When will Monroe Drive street resurfacing be completed? Work started in 2001.*

The Monroe Drive pavement was resurfaced last year by applying a chip seal consisting of asphalt and aggregates. To reduce the surface roughness that results from this method of resurfacing, an asphaltic seal coat will be applied to the pavement this summer.

8. *What can the City do about three huge dumpsters that have been placed behind my townhouse? I have already complained to the Police Department and Solid Waste Department. The dumpsters bang at all hours of the day and night, seven days a week. The owner has refused to do anything to stop this situation. (Dumpster is located at: Regal Palms Apartment, 2235 California Street).*

The City is working with the resident to address this situation.

9. *I am concerned that the sidewalks are in poor and dangerous condition. I recently tripped and injured myself. One example is the area along California Street near the Comstock Apartments. What does the City plan to do about this serious matter?*

The City spends about \$500,000 each year to replace damaged and deteriorated sidewalk in the City on a priority basis. Sidewalks with the worst condition are assigned the highest priority for replacement. Over the last several years, replacement efforts have been concentrated in the old town area that has the oldest sidewalks. In the California/Latham neighborhood, all of the sidewalks on Pettis Avenue, Palo Alto Avenue and Mountain View Avenue between Villa Street and El

Camino Real have been replaced. In addition, sidewalks on Mercy Street and Latham Street between Chiquita Avenue and Shoreline Boulevard, as well as on Dana Street and Snow Street between Pettis Avenue and Shoreline Boulevard have been replaced. The sidewalks near the Comstock Apartments at 2200 California Street have been inspected following the Council Neighborhood Committee meeting and repairs and replacements will be scheduled shortly.

*10. Why doesn't the City coordinate with Palo Alto on issues related to public works (e.g. fiber optics, street resurfacing)?*

The City does coordinate street resurfacing and fiber optics installations with the City of Palo Alto whenever possible. In the past, we have participated in joint pavement overlay projects along the City borders of Mountain View and Palo Alto. However, the pavement resurfacing schedules of respective cities do not always coincide, and therefore one city may resurface its streets independently of the other city.

With regards to fiber optics installations in Mountain View, these projects are private ventures. Although these installations cause temporary disruption to traffic and are an inconvenience, the infrastructure will benefit the community by meeting the demands of business and residents for high-speed telecommunications services. The City cannot legally prohibit these installations, but it has the ability to regulate where and how the facilities are installed and maintained within the City's right-of-way. One of the conditions imposed on the private companies is that they must participate in a joint-build project if more than one company wants to locate their facilities in the same street to avoid multiple street cuts. Unlike Palo Alto which has a demonstration public fiber optics network program, the City of Mountain View does not install public fiber optics systems. To the extent we can coordinate with Palo Alto on private projects to minimize disruption, we will do so.

*11. The street is too narrow on Latham between Escuela and Chiquita. I often see people driving too fast in either direction. Is it possible to make that section of Latham a "No Parking" zone on the Castro School Side? Could we also add a "Reduce Speed" sign?*

The speed limit on Latham Avenue between Escuela and Chiquita is 25 mph. The State Vehicle Code establishes this speed limit for all local residential streets. The Code also states the City cannot reduce this speed limit unless the roadway is less than 24' wide and an engineering and speed study supports a lower speed limit.

It would be possible to prohibit parking on one side of Latham Street adjacent to Castro Park. However, this would provide wider travel lanes for drivers on Latham Street and could increase the speed on traffic along this section of Latham. The existing parking on both sides of Latham narrows the available roadway width and keeps motorists driving at slower speeds.



- 12. Is anything being done to stop pedestrians from crossing Leland Avenue unsafely near the Mi Pueblo market?*

The City will observe the pedestrians crossing Leland Avenue and determine if anything can be done to channelize them to the marked crosswalk at the Leland/Rengstorff intersection.

- 13. It is hard to see cars coming when crossing California Street at Mariposa because cars park on California Street near the intersection. There have been several accidents there. Can anything be done to improve this situation?*

The City will check this intersection to determine if red curb can be painted adjacent to the crosswalk to improve visibility. However, parking all along California Street is in great demand. Additional red curb could force residents to park in front of their neighbor's home or on side streets in front of other homes.

The City will also perform a traffic signal warrant study of this intersection to determine if a traffic signal is warranted. This study will be performed before school recesses in June for the summer. You can contact Dennis Belluomini, City Traffic Engineer, for the results of this study.

- 14. Currently the traffic patterns on Church Street between California and Escuela are reasonable. I am concerned that if you change the use of these roads that daily high traffic will negatively impact this area.*

The City has no plans to change the use of Church Street, California Street, Escuela Avenue or any other street in the neighborhood.

- 15. Monroe Drive is a neighborhood where people like to walk. With all of the recent high density construction in our area (e.g. at Del Medio) and the future development of the San Antonio Circle site, traffic and the resulting auto emissions are becoming very thick, especially in warm weather. What can be done to mediate this problem?*

Developments in the City are subject to environmental review and any significant impact on air quality must be mitigated. The Bay Area Air Quality Management District website (<http://www.baaqmd.gov/>) has a Community Outreach Plan page that provides a forum for input from community members in regard to air pollution issues.

- 16. We need to have more control over the disposal of auto waste products. Example of this include: oil and coolant being dumped into the gutters, used oil left on people's property, and the improper disposal of old car batteries.*

Used oil, coolant, auto batteries and other household hazardous waste can be properly disposed of at no charge through the Santa Clara County Household Hazardous Waste Program funded by the City of Mountain View. Residents and small businesses may call 408-299-7300 to schedule an appointment at one of the three permanent facilities

located in the County (Sunnyvale is the closest facility). Residents may also recycle used oil and oil filters in the curbside recycling program by contacting Foothill Disposal (650-967-3034) for free oil containers and filter bags.

Anyone witnessing illegal dumping of oil, coolant, or batteries into storm drains, sidewalks or other public property should contact the Fire Department at 650-903-6378 during business hours or 911 after hours. Reports of used oil containers and auto batteries stored on private properties should be directed to Code Enforcement for single-family properties 650-526-7713 and to Fire Department for multi-family properties at 650-903-6378.